On-Site Requirements Engineering for OpenOffice.org

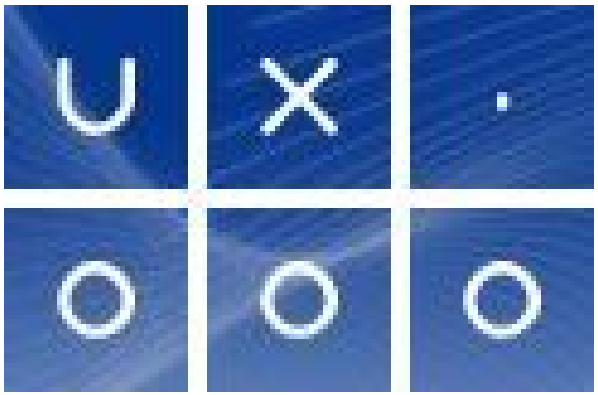
Matthias Müller-Prove
Christian Jansen
Sun Microsystems

Agenda

- The User Experience Project
- User Research Matters
- Example: Cooperation with VBG & UIDesign
  - Scope and Objective
  - Project Timeline
  - Results
- Summary

Agenda

- **The User Experience Project**
- User Research Matters
- Example: Cooperation with VBG & UIDesign
  - Scope and Objective
  - Project Timeline
  - Results
- Summary



ux.openoffice.org

Project Charter

We are the OpenOffice.org User Experience Community. Our intention is to improve the usefulness and usability of OpenOffice.org for our users. We work in close cooperation with development, quality assurance, Sun's User Experience Design Organizations, marketing, documentation, and - last not least - the OpenOffice.org community. We use methods and strategies in the areas of user-centered software design, user research, expert evaluation and UI-design to achieve our main goal, to make our products more successful in the market.

Project tools

UX project home
UX wiki home

Membership
Community

Mailing lists
GullFOSS/UX
UX@OOo

Documents
Resources
CVS

IssueTracker
My issues

Search

This project | Go

Advanced search
Google search

How do I...

Sitemap
FAQ
Get help?

Project Owner: Lutz Hoeger, Matthias Müller-Prove

User Experience Project

Our Wiki Home

- User Experience on OOo Wiki
  - Resources
- User Experience Community
- ToDo List

Charter

We are the OpenOffice.org **User Experience Community**. Our intention is to improve the usefulness and usability of OpenOffice.org for our users. We work in close cooperation with development, quality assurance, Sun's User Experience Design Organizations, marketing, documentation, and -- last not least -- the OpenOffice.org community. We use methods and strategies in the areas of user-centered software design, user research, expert evaluation and UI-design to achieve our main goal, to make our products more successful in the market.

This project was proposed in January 2007.
If you like to join us, visit HowTo join the User Experience Community.

Related OpenOffice.org Sites

- Visual Design (UI sub project)
- Accessibility Project (UI sub project)
- Specification Project
- Website Project

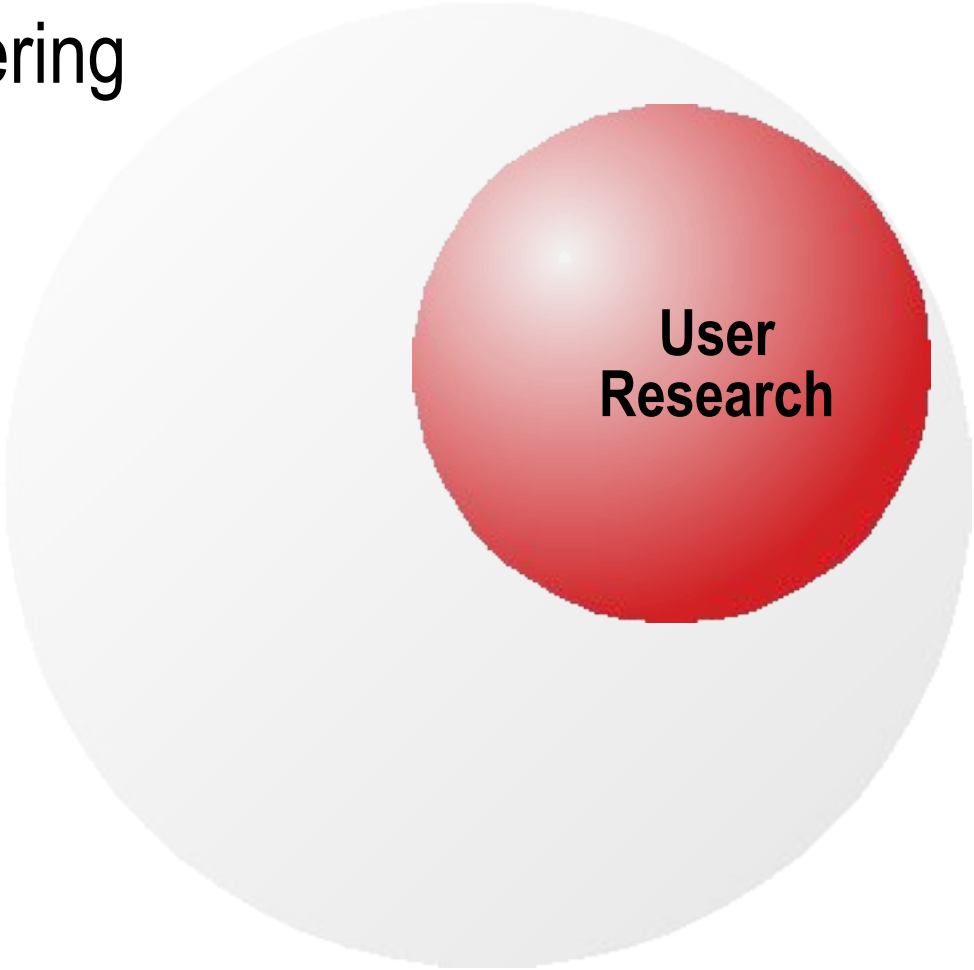
Agenda

- The User Experience Project
- **User Research Matters**
- Example: Cooperation with VBG & UIDesign
  - Scope and Objective
  - Project Timeline
  - Results
- Summary

User Research

- Requirements Engineering
- Competitive Analysis
- Heuristic Evaluations
- Usability Studies

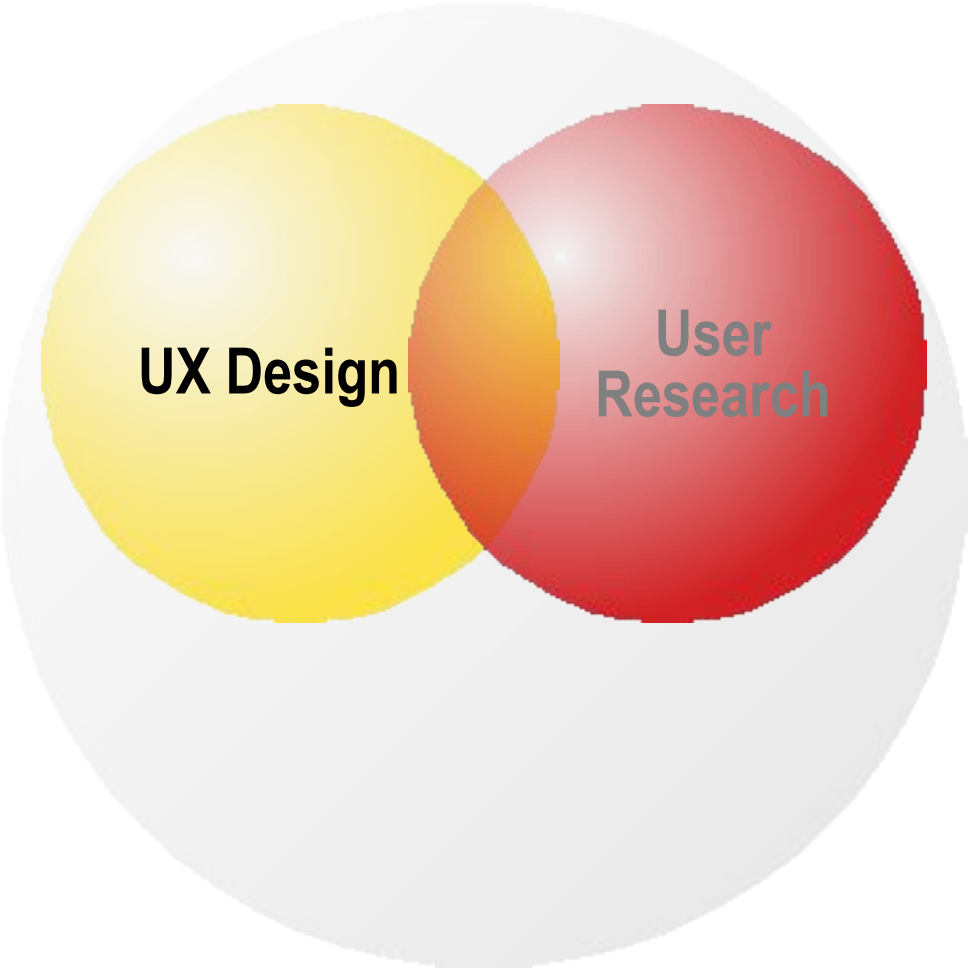
➔ Reports



User Experience Design

- Interaction Design
- UI Design
- Graphic Design
- Layout
- Terminology
- Accessibility
- Globalization (G11N)

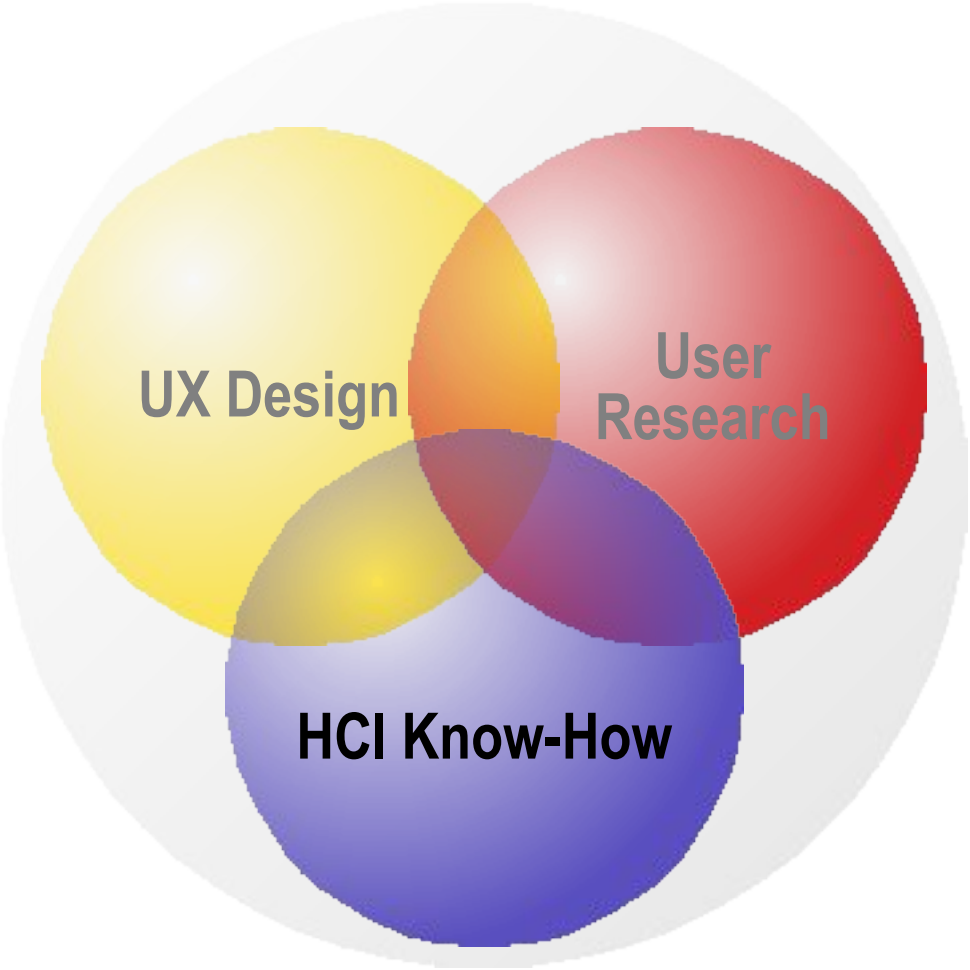
➔ Specifications



HCI Know-How

- GUI Styleguides
- OOo Styleguides
- Usability Metrics

➔ Papers



Agenda

- ✔ The User Experience Project
- ✔ User Research Matters
- ➔ Example: **Cooperation with VBG & UIDesign**
  - > Scope and Objective
  - > Project Timeline
  - > Results
- • Summary

News

09/2007 Usability as an impetus for the automotive industry

No matter if you are on the way to your summer vacation or to work: electronic components control the cars of today. However, these controllers run through several years of development before they are applied. The continuous collaboration between ETAS Group and User Interface Design GmbH ensures more usability in the applied software tools. more »

New Reference

Teamwork: Turn-push knob and touch screen ensure optimal usability

UID developed the operating panel for the new TruPulse Laser of TRUMPF. By combining a touch screen with a turn-push knob, the user requirements could be optimally met. The result is both

Press

Please contact:
Marion Gottschling
Corporate Communications

fon +49 (0) 7141 37700 0

Contact: Marion Gottschling

For your worldwide needs: International Usability Partners (IUP)

International **Usability** Partners

UID is founder member of the International Usability Partners (IUP). This worldwide

Competencies

Usability Engineering
analysing, designing, testing more »

Software Engineering
prototyping, implementing, specifying more »

Design
creating, visualizing, differentiating more »

Branches

Enterprise Solutions
financial services, call centre, cashier systems more »

Industry Solutions
engineering systems, HMIs for machines and plants, ERP/PPS systems more »

Consumer Solutions
digital and enhanced TV, smart house technology, electronic entertainment more »

Web Solutions
websites, online shops, intranets more »

Medical Solutions
diagnostics, medical and pharmaceutical information systems more »

SERVICE@VBG
Mitglied werden
Unfall melden
Entgelt melden
Seminar buchen
Registrierung

Downloads & Medien
Presse
Begriff eingeben Suchen

WILLKOMMEN BEI DER VBG

Melden Sie Ihr Unternehmen online bei der VBG an!

Ihr Unternehmen ist noch nicht bei der VBG versichert und Sie möchten es anmelden? Nutzen Sie die Möglichkeit der Online-Anmeldung! Sie helfen uns gleichzeitig, den Verwaltungsaufwand zu minimieren und so die Kosten zu senken. mehr

Versicherungsschutz im Ehrenamt durch die VBG

Über die E-Mail Ehrenamt@vbg.de können sich Verbände mit der VBG in Verbindung setzen, um einen Rahmenvertrag für die Ehrenamtsversicherung abzuschließen. Ab sofort haben ehrenamtlich Tätige außerdem die Möglichkeit, sich hier direkt zur Unfallversicherung anzumelden. mehr

VBG-Arbeitsschutzpreis 2008 - Mit guter Praxis gewinnen

Die VBG vergibt im Jahr 2008 erneut den Arbeitsschutzpreis für besondere Maßnahmen zur Arbeitssicherheit und für vorbildlichen Gesundheitsschutz. Einsendeschluss: 31. Oktober 2007 - Bewerben Sie sich jetzt! mehr

Fusion mit der BGGK

Am 01.01.2009 fusioniert die VBG mit der BG der keramischen und Glas-Industrie. Mit ca. 580.000 Mitgliedsunternehmen und ca. 7,5 Millionen versicherten Arbeitnehmern entsteht so eine starke Solidargemeinschaft. mehr

QUALIFIZIERUNG

Seminare und E-Learning

Neben der Qualifizierung in Seminaren bieten wir Ihnen interaktive Selbstlernprogramme und Filme an. mehr

VBG
Ihre gesetzliche
Unfallversicherung

- VBG is an insurance company in Germany
- VBG migrated approx. 2.000 seats to Linux Desktop and OpenOffice.org some years ago
- OpenOffice.org is integrated into custom Enterprise Resource Planning-Software (ERP)
  - > Macros connect OpenOffice.org with back-end system and corporate templates
  - > OpenOffice.org is also be used stand-alone

Scope and Objective

- UID consults VBG on new version of ERP system
- We participate in the usability process to harvest insights for OpenOffice.org

- **On-site requirements gathering**
  - > **Interviews with “average” users**
  - > **Unfiltered real life observations**

- **SYNERGIES!!!**

Project Timeline

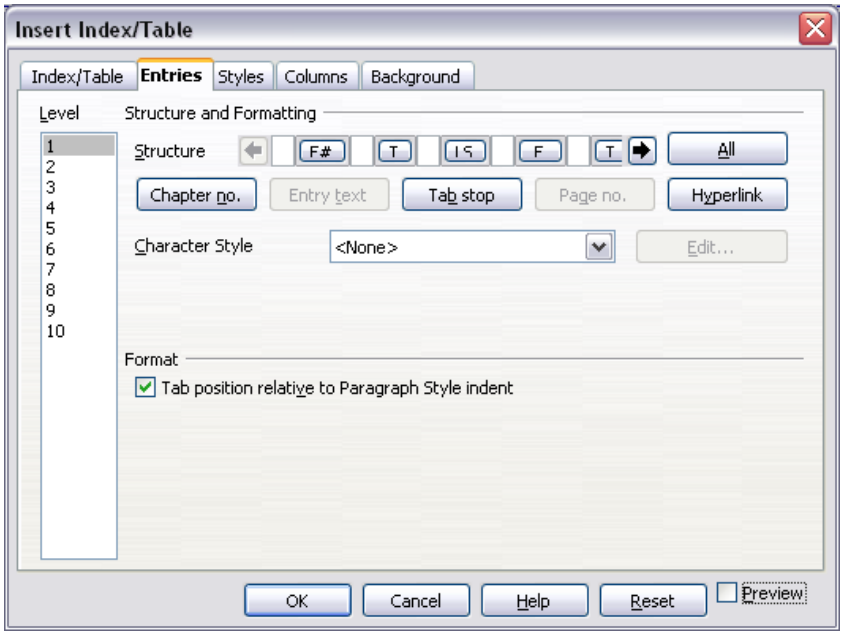
- Project Kick-Off (March 2007)
- 3 Workshops at VBG with trainers and experienced users of OpenOffice.org – (May/June)
  - Impress
  - Calc
  - Writer
- Report created (July)
- Presentation to Writer and Calc engineering teams (August)
- → Usability improvements for OOo 2.4 and OOo 3.0

Qualitative Results

- Impress: 12
- Calc: 23
- Writer: 51

Example: Table of Contents

- This feature rocks, but needs to be much easier to handle
- It is nearly impossible to reference easily,
  - Word is doing a much better job
- Deleting tokens by hitting “DELETE” is unintuitive
- “Token Control” is cryptic

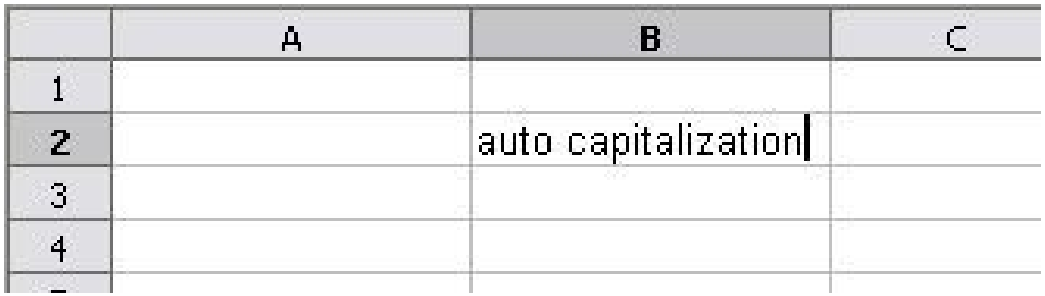


Example: Collaboration in Writer

- Collaboration & Track Changes
  - Is frequently used, but could be more robust
  - 4 users work on one document
  - File locking is a problem
  - Versioning is used for project work and documentation
  - There should be an option that rises the “Documents Properties” dialog before saving
    - Meta data is important, users tent to forget to fill this out
    - Without meta data search in the intranet is hard to realize

Some examples :: Calc

- Auto-Capitalization on cells in Calc



- Fixed for OpenOffice.org 2.4
  - The first letter of a cell will never be capitalized automatically. The feature will start working after the first sentence entered to a cell

Agenda

- The User Experience Project
- User Research Matters
- Example: Cooperation with VBG & UIDesign
  - Scope and Objective
  - Project Timeline
  - Results
- **Summary**

Summary

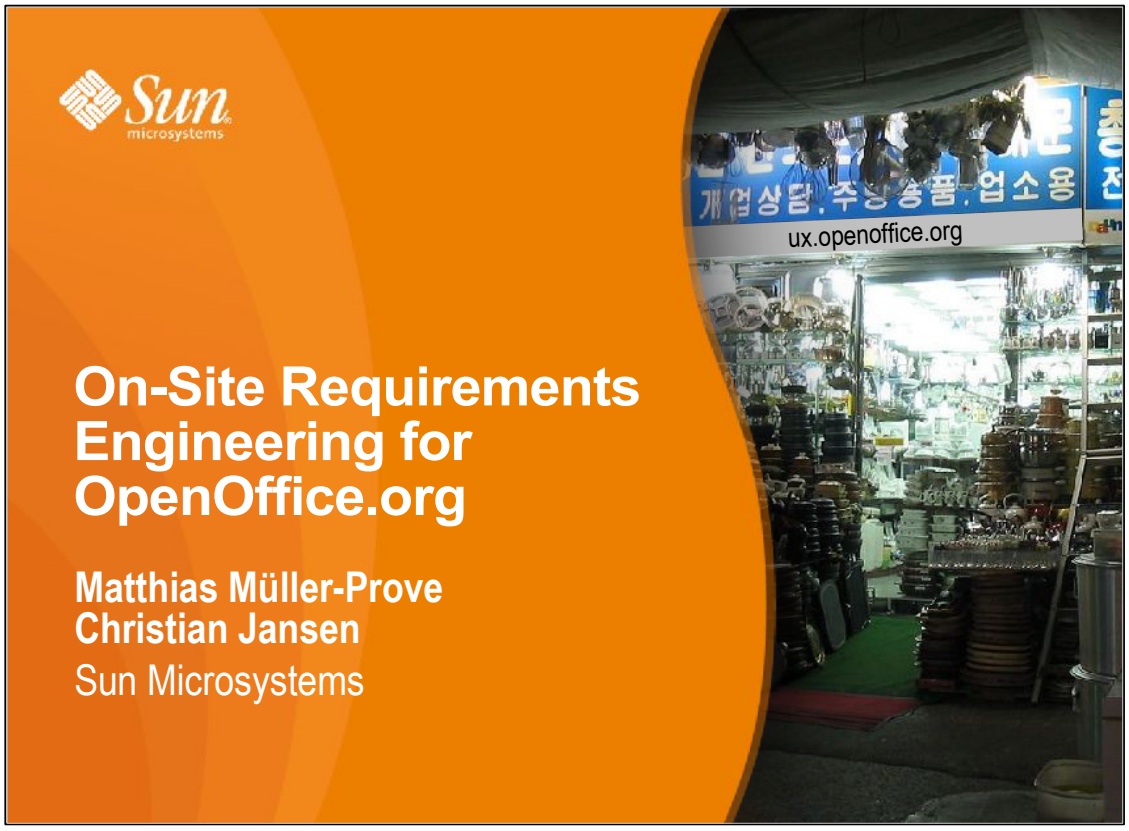
- The cooperation between VBG, UID and UX.OOo is a **win-win-win** situation

- VBG and other professional users get a better office suite
- We get valuable user feedback on existing functionalities and ideas for new features

On-Site Requirements Engineering for OpenOffice.org

Matthias Müller-Prove
Christian Jansen

mprove@sun.com
christian.jansen@sun.com



On-Site Requirements Engineering for OpenOffice.org

Matthias Müller-Prove
Christian Jansen
Sun Microsystems

Photo: http://flickr.com/photos/seaniz/8867641/

Agenda

- The User Experience Project
- User Research Matters
- Example: Cooperation with VBG & UIDesign
  - > Scope and Objective
  - > Project Timeline
  - > Results
- Summary

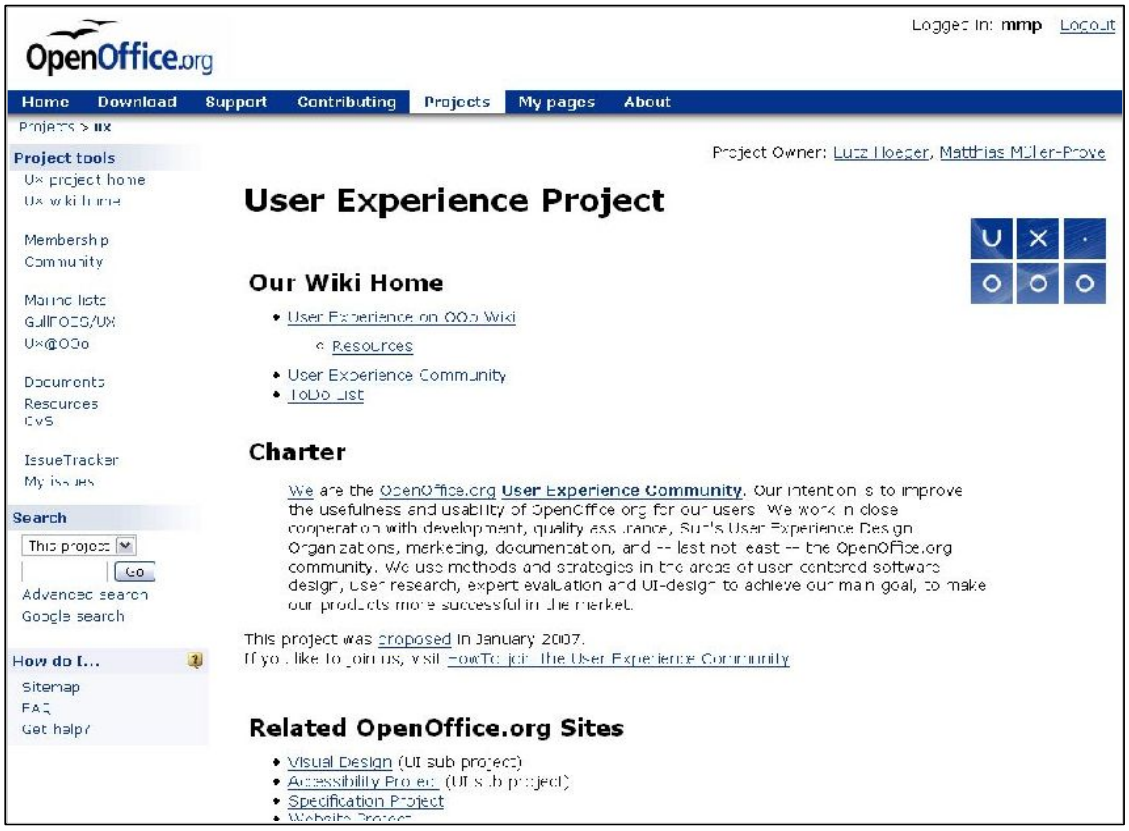
Agenda

- **The User Experience Project**
- User Research Matters
- Example: Cooperation with VBG & UIDesign
  - Scope and Objective
  - Project Timeline
  - Results
- Summary

ux.openoffice.org

Project Charter

We are the OpenOffice.org User Experience Community. Our intention is to improve the usefulness and usability of OpenOffice.org for our users. We work in close cooperation with development, quality assurance, Sun's User Experience Design Organizations, marketing, documentation, and - last not least - the OpenOffice.org community. We use methods and strategies in the areas of user-centered software design, user research, expert evaluation and UI-design to achieve our main goal, to make our products more successful in the market.


OpenOffice.org
Logged In: mmp Log out
Home Download Support Contributing Projects My pages About
Projects > ux
Project tools
Ux project home
Ux wiki home
Membership
Community
Mailing lists
GullFOSS/UX
Ux@OOo
Documents
Resources
CVS
IssueTracker
My issues
Search
This project
Go
Advanced search
Google search
How do I...
Sitemap
FAQ
Get help!
Project Owner: Lutz Hoeger, Matthias Müller-Prove
User Experience Project
Our Wiki Home
User Experience on OOo Wiki
Resources
User Experience Community
ToDo list
Charter
We are the OpenOffice.org User Experience Community. Our intention is to improve the usefulness and usability of OpenOffice.org for our users. We work in close cooperation with development, quality assurance, Sun's User Experience Design Organizations, marketing, documentation, and -- last not least -- the OpenOffice.org community. We use methods and strategies in the areas of user centered software design, user research, expert evaluation and UI-design to achieve our main goal, to make our products more successful in the market.
This project was proposed in January 2007.
If you like to join us, visit HowTo: join the User Experience Community
Related OpenOffice.org Sites
Visual Design (UI sub project)
Accessibility Project (UI sub project)
Specification Project
Website Project

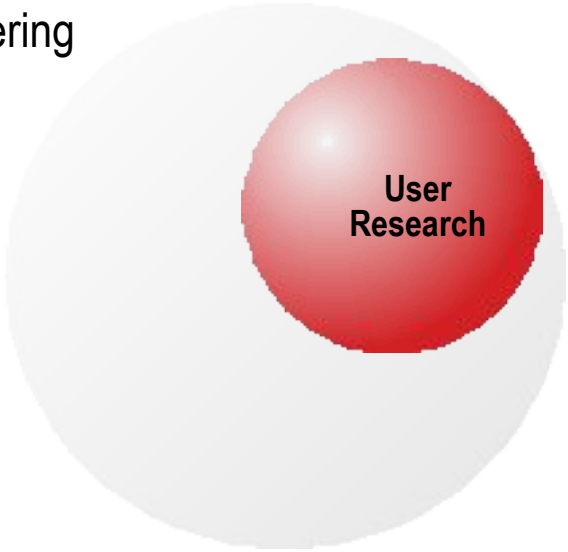
Agenda

- ✔ The User Experience Project
- ➔ **User Research Matters**
- ➔ Example: Cooperation with VBG & UIDesign
  - > Scope and Objective
  - > Project Timeline
  - > Results
- • Summary

User Research

- Requirements Engineering
- Competitive Analysis
- Heuristic Evaluations
- Usability Studies

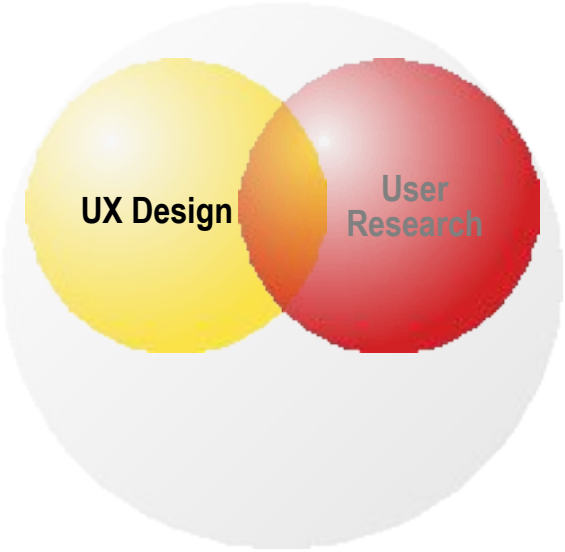
➔ Reports



User Experience Design

- Interaction Design
- UI Design
- Graphic Design
- Layout
- Terminology
- Accessibility
- Globalization (G11N)

➔ Specifications

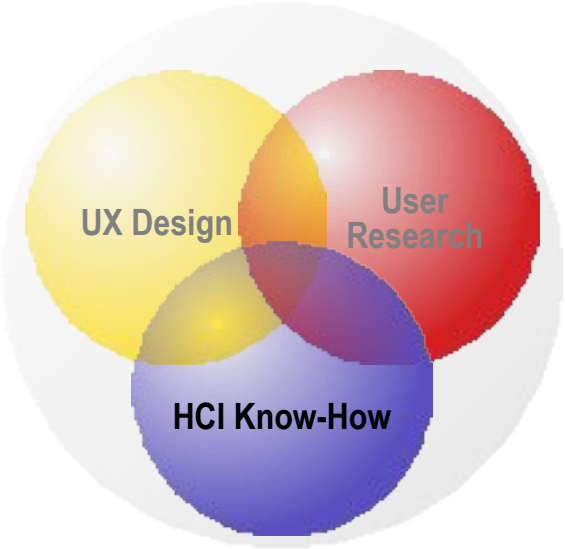


http://ux.openoffice.org/reports/2007/userresearch/ooocon07slides.odp 8

HCI Know-How

- GUI Styleguides
- OOo Styleguides
- Usability Metrics

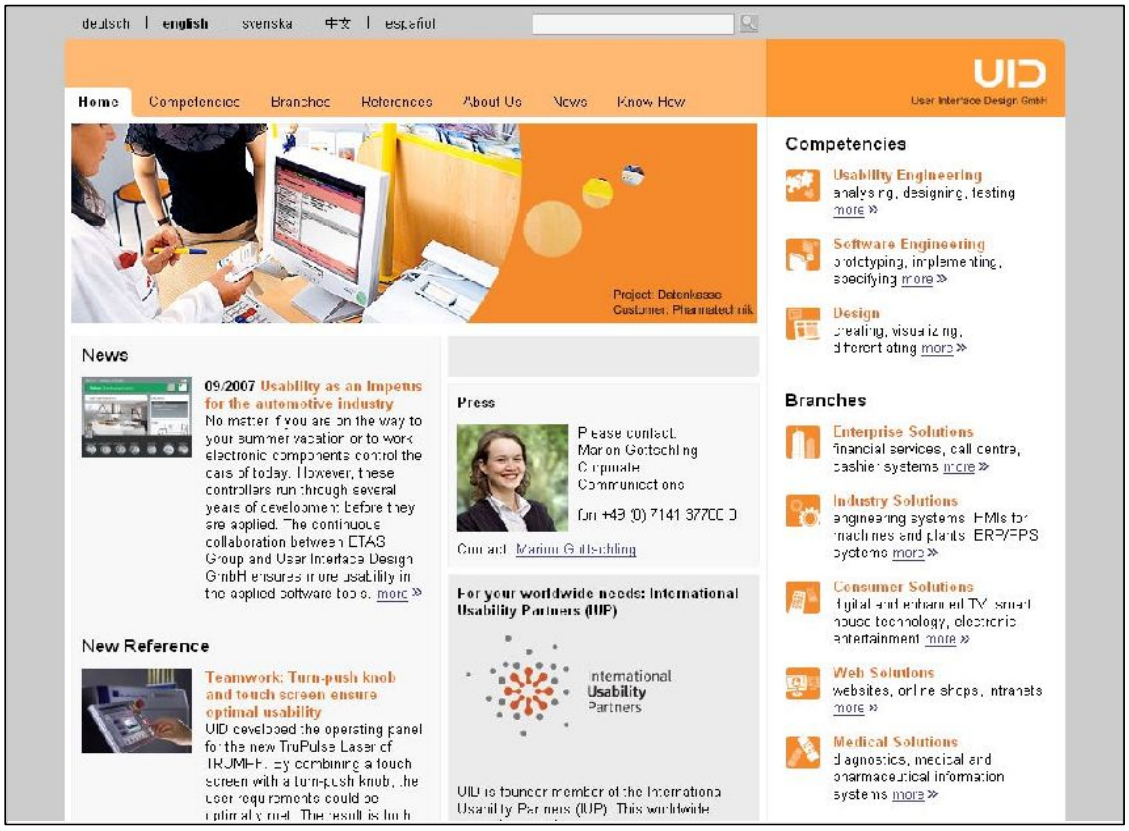
➔ Papers



http://ux.openoffice.org/reports/2007/userresearch/ooocon07slides.odp 9

Agenda

- ✔ The User Experience Project
- ✔ User Research Matters
- ➔ Example: **Cooperation with VBG & UIDesign**
  - > Scope and Objective
  - > Project Timeline
  - > Results
- • Summary


deutsch | english svenska 中文 | español
Home Competencies Branches References About Us News Know How
User Interface Design GmbH
Project: Datenkasse
Customer: Pharmatechnik
News
09/2007 Usability as an Impetus for the automotive industry
No matter if you are on the way to your summer vacation or to work electronic components control the cars of today. However, these controllers run through several years of development before they are applied. The continuous collaboration between ETAS Group and User Interface Design GmbH ensures more usability in the applied software tools. more »
New Reference
Teamwork: Turn-push knob and touch screen ensure optimal usability
UID developed the operating panel for the new TruPulse Laser of TRUMPF by combining a touch screen with a turn-push knob, the user requirements could be optimally met. The result is both
Press
Please contact:
Marion Gottschling
Corporate
Communications
fon +49 (0) 7141 37700 0
Contact Marion Gottschling
For your worldwide needs: International Usability Partners (IUP)
International
Usability
Partners
UID is founder member of the International Usability Partners (IUP). This worldwide
Competencies
Usability Engineering
analysing, designing, testing
more »
Software Engineering
prototyping, implementing, specifying more »
Design
creating, visualizing, differentiating more »
Branches
Enterprise Solutions
financial services, call centre, cashier systems more »
Industry Solutions
engineering systems, HMIs for machines and plants, ERP/PPS systems more »
Consumer Solutions
digital and enhanced TV, smart touch technology, electronic entertainment more »
Web Solutions
websites, online shops, intranets more »
Medical Solutions
diagnostics, medical and pharmaceutical information systems more »

VBG
Ihre gesetzliche Unfallversicherung
SITEMAP | IMPRESSUM | DATENSCHUTZ | KONTAKT | SUCHE
Versicherungsschutz
Mitgliedschaft
Arbeitssicherheit & Gesundheitsschutz
Profil
Startseite
SERVICE@VBG
Mitglied werden
Unfall melden
Ertrag melden
Seminar buchen
Registrierung
Downloads & Medien
Presse
Begriff eingeben
Suchen
WILLKOMMEN BEI DER VBG
Melden Sie Ihr Unternehmen online bei der VBG an!
mehr
Versicherungsschutz im Ehrenamt durch die VBG
mehr
VBG-Arbeitsschutzpreis 2008 - Mit guter Praxis gewinnen
mehr
Fusion mit der BGGK
mehr
QUALIFIZIERUNG
Seminare und E-Learning
mehr

VBG
Ihre gesetzliche
Unfallversicherung

- VBG is an insurance company in Germany
- VBG migrated approx. 2.000 seats to Linux Desktop and OpenOffice.org some years ago
- OpenOffice.org is integrated into custom Enterprise Resource Planning-Software (ERP)
  - > Macros connect OpenOffice.org with back-end system and corporate templates
  - > OpenOffice.org is also be used stand-alone

Scope and Objective

- UID consults VBG on new version of ERP system
- We participate in the usability process to harvest insights for OpenOffice.org

- **On-site requirements gathering**
  - > **Interviews with “average” users**
  - > **Unfiltered real life observations**

- **SYNERGIES!!!**

Project Timeline

- Project Kick-Off (March 2007)
- 3 Workshops at VBG with trainers and experienced users of OpenOffice.org – (May/June)
  - > Impress
  - > Calc
  - > Writer
- Report created (July)
- Presentation to Writer and Calc engineering teams (August)
- ➔ Usability improvements for OOo 2.4 and OOo 3.0

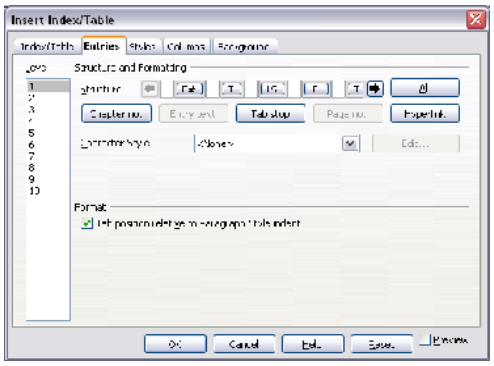
2 hours for each workshop

Qualitative Results

- Impress: 12
- Calc: 23
- Writer: 51

Example: Table of Contents

- This feature rocks, but needs to be much easier to handle
- It is nearly impossible to reference easily,
  - Word is doing a much better job
- Deleting tokens by hitting “DELETE” is unintuitive
- “Token Control” is cryptic



Example: Collaboration in Writer

- Collaboration & Track Changes
  - > Is frequently used, but could be more robust
  - > 4 users work on one document
  - > File locking is a problem
  - > Versioning is used for project work and documentation
  - > There should be an option that rises the “Documents Properties” dialog before saving
    - – Meta data is important, users tent to forget to fill this out
    - – Without meta data search in the intranet is hard to realize

Some examples :: Calc

- Auto-Capitalization on cells in Calc

- Fixed for OpenOffice.org 2.4
  - The first letter of a cell will never be capitalized automatically. The feature will start working after the first sentence entered to a cell

Agenda

- The User Experience Project
- User Research Matters
- Example: Cooperation with VBG & UIDesign
  - Scope and Objective
  - Project Timeline
  - Results
- **Summary**

Summary

- The cooperation between VBG, UID and UX.OOo is a **win-win-win** situation
- VBG and other professional users get a better office suite
- We get valuable user feedback on existing functionalities and ideas for new features

Sun
microsystems
On-Site Requirements Engineering for OpenOffice.org
Matthias Müller-Prove
Christian Jansen
mprove@sun.com
christian.jansen@sun.com
22